

diagnostics - catalog



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Pictogram legend:



The following notes only provides information. In most cases no error has occurred.



Customer and Hotline may be able to solve the problem without a technician visit.



To continue assessment Hotline or Second-Level-Support require transmission of remote-diagnostics-data.



Technician repair or service required. Check whether on-site visit or use of bring-in service is required for the product in question.

Note about the transmission of remote-diagnostics-data:

Whenever possible, the customer always should transmit machine remote-diagnostics-data before a technician visit occurs.

Wherever the Remote-diagnostics symbol appears in the following pages, transmission of the data is required for further analysis of the error message.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
general			
00000000		no error	 Note: With Software > 5.18.0 these diagnostics codes are no longer entered in the diagnostics list or statistics, because this is not an error.
00000001		Software error	 Turn machine OFF and ON Send remote diagnostics data if possible. If not possible, call Hotline/Second Level Support.
00000002		memory allocation failed	  Note: With Software < 5.18.0 this is not a memory error. Indicates only that the telephone number was changed in connection to diagnostics code 01700007.
00000003		PSD communication error	 Note: With Software > 5.18.0 these diagnostics codes are no longer entered in the diagnostics list or statistics, because this is not an error.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
franking			
00600004		No valid ink ribbon cassette plugged	Take the following steps: 1.) Make sure the correct ink ribbon cassette for Optimail 30 (with CP-chip) is being used. 2.) Make sure the cassette door is correctly closed. 3.) Remove cassette and re-install. 4.) Turn machine OFF and ON again and check whether the error occurs again. 5.) Install a new ink ribbon cassette and repeat steps 1.) - 4.). Steps 1.) to 5.) can be carried out by the customer. Remote diagnostics can be used to detect a defective contact on the cassette CP-chip. If 1.) to 5.) do not help, go to Service Mode and check CP-contact. The error may be caused by the following: - a.) CP-chip reader/writer has no connection to the mainboard => check cable and connections - b.) CP-chip reader/writer has no connection to the cassette => cassette slot incorrectly fastened (i.e. under tension) - c.) Cassette door can interfere with the encoder position sensor.
00600005		no valid access card plugged or no valid account found	Chipcard incorrectly inserted or non-existent department account is selected. Re-insert chipcard, so that the chip on the card is on the left and faces away from the user. Or Select only existing department accounts.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
0060000B		no valid postage selected	 Please select a valid product. Note: This error may also occur if the scale is re-calibrated while a product is being selected. During re-calibration, the weight amount is reset to 0 grams. => Repeat product selection
0060000D		ink ribbon empty	  Two possible causes: 1.) Ink ribbon is completely spent. 2.) Ink ribbon use detection CP. In both cases, it makes sense to use remote-diagnostics / Service Mode to assess ink ribbon status. If the ribbon use indicator shows 0%, it does not necessarily mean the ink ribbon is completely spent (like with T1000). There may be a small amount of unused ribbon. This is a system requirement and an error.
0060000F		max. number of imprints per day reached	 This is a warning message and not an error. The machine cannot make more franks until after midnight and the start of the next day. The 'maximum number of franks' is set to 1,500 at the factory. This setting can be changed in Service Mode.
00600010		communication to PSD failed	  Communication error with the security module. The error occurred either before or after the franking operation. The error from the security module is recorded in both the diagnostics log and the diagnostics statistics. Send remote-diagnostics data to the Hotline/Second Level Support.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
00600011		internal battery is low (PSD-battery)	 PSD battery must be replaced. Replace the internal battery on the PSD.
00600012		external battery is low	 Indicates that the external battery must soon be replaced. The battery can be replaced by the customer.
00600013		external battery is critical	 Indicates the external battery must be replaced. The postage meter does not function. The battery can be replaced by the customer.
00600014		service intervall reached	 This is a warning. The customer can continue using the machine. A maintenance date should be scheduled.
00600016		no BZL-Ident-Number available	 A Teleporto remote payment operation must be carried out. The customer can carry out the Teleporto operation.
00600017		datecredit nearly consumed	 A Teleporto remote payment operation must be carried out. The customer can carry out the Teleporto operation.
00600018		datecredit expired	 A Teleporto remote payment operation must be carried out. The customer can carry out the Teleporto operation.
00600019		piececredit expired	 A Teleporto remote payment operation must be carried out. The customer can carry out the Teleporto operation.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
0060001A		low postage warning	 A Teleporto remote payment operation must be carried out. The customer can carry out the Teleporto operation.
0060001B		low postage warning	 A Teleporto remote payment operation must be carried out. The customer can carry out the Teleporto operation.
0060001C		no IdentNumber available	 A Teleporto remote payment operation must be carried out. The customer can carry out the Teleporto operation.
0060001F		paper jam or torn ink ribbon cassette. (no encoder pulses but cp says enough ink ribbon left.)	 The CP-reader indicates an envelope transport error although sufficient ink ribbon is present. The machine is unable to process new encoder signals. This can be caused by the following: 1.) Torn ink ribbon or jammed envelope 2.) Friction in the ink ribbon cassette 3.) Cassette slot door not correctly closed/latched. 4.) Encoder disc loose 5.) Encoder cable damaged or loose 6.) Mainboard error Remedies: For 1.), 2.), => Error may be remedied by installing a new cassette, or re-installing the current cassette. Can be attempted by the customer. For 3.) => Make sure cassette door is correctly closed. This can be done by the customer. For 4.), 5.), 6.) => Technician required.

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00600023		ink ribbon empty soon		This is a warning that the ink ribbon cassette will soon be spent. At the time of this warning there remain about 10 meters of ink ribbon available. That represents about 80 franks including advertising slogan without BZL or additional text. => Replace ink ribbon cassette ! Note: New machines are delivered with a so-called 'Starter Cassette' which can make only about 1/3 as many franks as a regular cassette.
00600026		although a letter has been ejected it is still not ejected or the sensor is blocking	 	Customer can continue operation. The error message can be confirmed. It will reappear with the next power-up. This error causes the machine to extend the letter ejection time, which results in fewer franks per unit of time.
00600027		the cassette flap of the ink ribbon is open	 	Take the following steps: Make sure the cassette door is correctly closed. => Check the cassette door hinge mechanism. It may disturb the encoder position sensor.
00600028		the cassette flap of the ink ribbon is open and a letter is still not ejected	 	Take the following steps: Make sure the cassette door is correctly closed. => Check the cassette door hinge mechanism. It may disturb the encoder position sensor.
0060002A		there may be still a printing problem because the recent imprint wasn't successfully finished		Warning for the user. The machine has detected an error (i.e. jammed envelope) that resulted in an incomplete frank. The error was not remedied. The message warns the customer that if another frank is attempted, the postage may be deducted even if no frank impression is printed.

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0060002B		there may be still a printing problem because the recent imprint wasn't successfully finished	 Warning for the user. The machine has detected an error (i.e. jammed envelope) that resulted in an incomplete imprint. The error was not remedied. The message warns the customer that a subsequent imprint cannot be printed.

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chipcard			
00900001		chipcard read error occurred	  Machine cannot read the chipcard. => Remove chipcard and re-insert. Or => Try second master chipcard Both actions can be attempted by the customer. If the error can be reproduced, it may have the following causes: 1.) Chipcard defect 2.) Chipcard contact unit or mainboard defect Take the following steps: For 1.) Use a new or alternate chipcard For 2.) Replace mainboard
00900002		chipcard checksum error occurred	  Machine cannot write to the chipcard. => Remove chipcard and re-insert. Or => Try second master chipcard Both actions can be attempted by the customer. If the error can be reproduced, it may have the following causes: 1.) Chipcard defect 2.) Chipcard contact unit or mainboard defect Take the following steps: For 1.) Use a new or alternate chipcard For 2.) Replace mainboard

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00900003		chipcard write rror occured	  Machine cannot write the chipcard. => Remove chipcard and re-insert. Or => Try second master chipcard Both actions can be attempted by the customer. If the error can be reproduced, it may have the following causes: 1.) Chipcard defect 2.) Chipcard contact unit or mainboard defect Take the following steps: For 1.) Use a new or alternate chipcard For 2.) Replace mainboard
00900004		wrong card type used / detected	  A chipcard with no FP-coding was used. => Replace with a FP-coding chipcard.
00900005		changing the pin failed	  Machine cannot write to the chipcard. => Remove chipcard and re-insert. Or => Try second master chipcard Both actions can be attempted by the customer. If the error can be reproduced, it may have the following causes: 1.) Chipcard defect 2.) Chipcard contact unit or mainboard defect Take the following steps: For 1.) Use a new or alternate chipcard For 2.) Replace mainboard

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00900006		verify pin failed	  Data comparison sequence has failed after writing cycle. The machine cannot read/write to the chipcard. => Remove chipcard and re-insert. Or => Try second master chipcard Both actions can be attempted by the customer. If the error can be reproduced, it may have the following causes: 1.) Chipcard defect 2.) Chipcard contact unit or mainboard defect Take the following steps: For 1.) Use a new or alternate chipcard For 2.) Replace mainboard
00900007		load segment failed	  Loading procedure aborted. => Please repeat attempt. If the error can be reproduced, replace the chipcard.
00900008		load/process indicia failed	  Loading procedure aborted. => Please repeat attempt. If the error can be reproduced, replace the chipcard.
00900009			  Loading procedure aborted. => Please repeat attempt. If the error can be reproduced, replace the chipcard.

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modem			
00A00001		no modem could be found	 Internal communication to the modem assembly is faulty. Because the modem is connected directly to the mainboard, this error can be caused by two possible problems: 1.) Modem defect 2.) Mainboard defect
00A00002		no dialtone was detected on the line	  Check modem configuration, including: 1.) Dialing parameters 2.) External line number Master card required to set parameters. The error may also be caused by a defect in the modem connection. Please check the following: 1.) Cable securely connected to the postage meter 2.) Cable securely connected to the telephone jack 3.) The correct modem cable is being used (Note: the Optimail 30 uses a different modem cable than those used for Ultimail, Mymail or T1000). Also make sure the telephone jack being used has a functioning telephone connection and dial tone. The following problems may occur: 1.) The line to the telephone jack is not switched on. 2.) The cable is connected to a multiple jack that is already serving another device. Refer also to Technican Info No. 4.
00A00003		line is busy at the moment please wait	  Error may be caused by the following: 1.) Dialed number is busy. => Try again at a later time. 2.) Dialed number is incorrect. => Check number and settings 3.) Modem parameters incorrect/incomplete => Refer to diagnostics code 00A00002 Master card required to set parameters.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
00A00004		timeout during receive a package	 Communication terminated after connection established. Dialled device does not respond or connection interrupted. Remedy: => Try again
00A00005		timeout during send a package	 Communication terminated after connection established. Dialled device does not respond or connection interrupted. Remedy: => Try again
00A00006		no carrier tone dedected on the line	 Communication terminated after connection established. Dialled device sends no carrier tone. Remedy: => Try again and check telephone number Before technician service visit send data to remote server to check modem configuration and telephone number settings. If necessary change settings (Hotline and customer together). Master card required to set parameters.
00A00007		receiver is not answering	 Communication terminated after connection established. Dialled device does not respond or connection interrupted. Remedy: => Try again Check TDC number by telephone.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
00A00008		general modem error	 No communication between mainboard and modem. May be caused by: 1.) defect modem 2.) defect mainboard Note: The machine tests internal communication with the modem during power-up. This gives the customer the ability to test whether the modem is working by turning the machine OFF and then ON again.
00A00009		dialstring was send to modem which is not correct	 The modem has a configuration problem. Check dialing parameters and modem settings.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>	
<i>sd bootloader</i>				
00B0000C	00010278	communication error PSD		Key codes stored in the security module are irreconcilable. Replace the security module.
00B0000C	00030228	HS-loop open		HS-loop is still open. First close HS-loop.
00B0000C	0107006A	FPI database error		The corresponding data (FPI-DB) could not be accessed. => Repeat procedure If the error can be reproduced, contact the Hotline.
00B0000C	01120113	machine not released by postal organisation		Please contact FPI customer service staff to determine the machine's postal registration status.
00B0000C	0112011C	machine not released by postal organisation.		Please contact FPI customer service staff to determine the machine's postal registration status.
00B0000C	01130139	DB Locking Error in Frankit Accounting Module - Database is locked by the ppi process		Please contact FPI customer service staff to determine database status.

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secure device			
00F00227		service is not allowed in the current state	The security module cannot switch to another state. Use the security module condition diagram to check the current state. Check HS-loop status. Note: Send remote diagnostics data and discuss with Hotline/Second Level Support.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
internal scale			
01300001		No I2C bus communication	  Faulty communication between the internal scale and the mainboard. Possible causes: 1.) Scale module is not correctly connected to the postage meter 2.) Scale module defect 3.) Mainboard defect Remedies: For 1.) Check connections to the scale module. => Turn machine OFF. Remove scale module and re-install. Turn machine ON. The internal scale will be tested during power-up. For 2.) If the above remedy repeats the error with every power-up, replace the scale. This can be done by the customer. For 3.) If both remedies above do not resolve the problem, replace the mainboard. Ask the customer to send remote diagnostics data before replacing the scale.
01300002		Error crc calculation after reading scale memory section	  This error occurs when the scale is disconnecting during operation. Remedies: 1.) Turn machine OFF and ON again 2.) Replace the weighing cell => This can be carried out by the customer 3.) CRC can be repaired by the technician in Service Mode. Ask the customer to send remote diagnostics data before replacing the scale.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
01300003		Error writing scale memory section	 Communication to scale module functions but the scale module internal memory is defective. Remedy: 1.) Replace weighing cell => This can be carried out by the customer Ask the customer to send remote diagnostics data before replacing the scale.
01300004		Error reading scale memory section	 Communication to scale module functions but the scale module internal memory is defective. Remedy: 1.) Replace weighing cell => This can be carried out by the customer Ask the customer to send remote diagnostics data before replacing the scale.
01300005		calibration failed	 The machine was unable to complete calibration. Remedy: Use a standard weight to re-calibrate as described in the service manual. Or Replace weighing cell => This can be carried out by the customer Ask the customer to send remote diagnostics data before replacing the scale.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
01300006		Weight is out of range	The weight indicated by the scale is too high. Two possible causes: 1.) The weight being used exceeds the required 3 kg. 2.) The scale is incorrectly calibrated. Remedies: For 1.) Remind customer of maximum weight limit for the scale. For 2.) Re-calibrate the scale module.

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rate calculation			
01400001		No ratetable available	 Please perform a postage payment operation for a value of 0.00. Correct postage rate tables will be downloaded simultaneously. This can be carried out by the customer
01400002		Product code could not be calculated	 The selected service/product is not possible. Please check franking options. Possible causes: - a.) Envelope exceeds weight limit - b.) Unallowed endorsement is selected - c.) Obsolete postage rate table => Perform 0.00 value postage payment operation. If the problem suggests a possible error in the postage rate table, please send remote diagnostics data and the product selection being attempted.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
print parameter			
01600001		Faulty data in the ink ribbon CP.	   Faulty data in the ink ribbon CP. => Replace ink ribbon.
01600003		the current temperature of the print head is too high	   The temperature sensor indicates more than 40°C. Possible causes: 1.) Actual ambient temperature exceeds 40°C, which is outside the machine's allowed operating temperature range. 2.) Temperature sensor is defective and sending incorrect information. Remedies: a.) Turn machine OFF and let machine cool or move to another location. b.) Check temperature indicated by the sensor. This can be done by Remote diagnostics or in Service Mode.
01600004		the current temperature of the print head is too low	   The temperature sensor indicates less than 10°C. Possible causes: 1.) Actual ambient temperature is below 10°C, which is outside the machine's allowed operating temperature range. 2.) Temperature sensor is defective and sending incorrect information. Remedies: a.) Wait for machine to acclimatize or move to a warmer location. b.) Check temperature indicated by the sensor. This can be done by Remote diagnostics or in Service Mode.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>	
<i>forensic</i>				
01700001		the system has been created		Not an error Status information that a future software release will remove from error statistics.
01700002		the system's lifecycle state changed from ... -> to ...		Not an error Status information that a future software release will remove from error statistics.
01700003		the data was the complete cliché		Not an error Status information that a future software release will remove from error statistics.
01700004		the data was a rate table		Not an error Status information that a future software release will remove from error statistics.
01700005		the data was located in the persistent storage		Not an error Status information that a future software release will remove from error statistics.
01700006		a master card has been created		Not an error Status information that a future software release will remove from error statistics.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
01700007		a telephone number has been changed	 Not an error Status information that a future software release will remove from error statistics.
01700008		the modem parameters have been changed	 Not an error Status information that a future software release will remove from error statistics.
01700009		the system's time base has been changed	 Not an error Status information that a future software release will remove from error statistics.
0170000A		a PVD has been performed	 Not an error Status information that a future software release will remove from error statistics.
0170000B		PVR/WIDTHDRAW has been performed	 Not an error Status information that a future software release will remove from error statistics.
0170000C		the data was the service interval	 Not an error Status information that a future software release will remove from error statistics.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
0170000D		the data was the battery setting	 Not an error Status information that a future software release will remove from error statistics.
0170000E		print head setting (resistance) was done	 Not an error Status information that a future software release will remove from error statistics.
0170000F		machine was set to delivery setting	 Not an error Status information that a future software release will remove from error statistics.
01700010		factory setting was done	 Not an error Status information that a future software release will remove from error statistics.
01700011		access card information	 Not an error Status information that a future software release will remove from error statistics.
01700012		initialize service has been started	 Not an error Status information that a future software release will remove from error statistics.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
01700013		authorize service has been started	 Not an error Status information that a future software release will remove from error statistics.
01700014		reinitialize service has been started	 Not an error Status information that a future software release will remove from error statistics.
01700015		scrap service has been started	 Not an error Status information that a future software release will remove from error statistics.
01700016		lock out service has been started	 Not an error Status information that a future software release will remove from error statistics.
01700017		reset HS-Loop service has been started	 Not an error Status information that a future software release will remove from error statistics.
01700018		reset HS-Loop service has been started	 Not an error Status information that a future software release will remove from error statistics.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
01700019		system's time base has been changed (DLS time)	 Not an error Status information that a future software release will remove from error statistics.
0170001A		system's time base has been changed (offset)	 Not an error Status information that a future software release will remove from error statistics.
0170001B		system's time base has been changed (complete date & time)	 Not an error Status information that a future software release will remove from error statistics.
0170001C		data was part of the cliché	 Not an error Status information that a future software release will remove from error statistics.
0170001D		process of reauthorizing has been started	 Not an error Status information that a future software release will remove from error statistics.
0170001E		process of that has been started finished successfully	 Not an error Status information that a future software release will remove from error statistics.

<i>diagnostic code</i>	<i>subcode</i>	<i>diagnostic message</i>	<i>remedy</i>
0170001F		software update was done	 Not an error Status information that a future software release will remove from error statistics.